Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Commerce	90 49	90 49
Customer Company Total	90 49	90 49

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Commerce	90 3	90 3
Customer Company Total	90 3	90 3

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Commerce	90 0.12	90 0.12
Customer Company Total	90 0.12	90 0.12

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Commerce	90 0	90 0
Customer Company Total	90 0	90 0

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Commerce	90 0.67	90 0.67
Customer Company Total	90 0.67	90 0.67

Commerce

Detail

INC000000405364	Lauree Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	
INC000000407648	Connie Call	Application	Error	Governor's Office Web Site		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000407806	Bowen Call	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000407882	Jody Colvin	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000407910	Karen McMullin	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000408235	Debbie Harry	None	None	None		TIR Missed: No	TIR:	0.14
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000409126	Michael Palumbo	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000409245	Taylor Bradley	EIS Hardware	Scanner	None		TIR Missed: Yes	TIR:	1.09
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	TTR:	5.19
INC000000409252	Taylor Bradley	EIS Hardware	Scanner	None		TIR Missed: Yes	TIR:	1.08
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	TTR:	5.25
INC000000409472	Russ Sommers	Network	Password	Novell eDirectory		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000409491	Jody Woolf	Network	Performance	Novell eDirectory		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000409505	Wayne J Holman	Network	None	Novell eDirectory		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000409689	Jeffery Nielsen	Network	Password	None		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000409691	Lauree Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000409993	Connie Call	Application	Error	License Enforcement System		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000410304	Leonor Lopez	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	1.10

Commerce

INC000000410619	Cheryl Murray	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000410657	Chenille Hutto	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000410676	Lauree Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000410887	Sally Stewart	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000410980	Brenda Salter	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411028	Noel Taxin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000411033	Steve Eklund	None	None	None		TIR Missed: Yes	TIR:	1.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.33
INC000000411111	Renda Christensen	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.41
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000411332	Karen Schulte	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.14
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	TTR:	3.11
INC000000411362	Noel Taxin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000411763	Sharon Weinle	Application	None	QuickBooks		TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000411982	Sheyann Poyer	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.21
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	3.04
INC000000412275	Allyson Robinson	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.37
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000412572	Lauree Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	1.53
INC000000412574	Barbara Waters	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000412600	Allyn Stutsman	Network	None	None		TIR Missed: No	TIR:	0.54
	Metro A Hosting	Keith Scholl	Commerce	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000412709	Dan S Jones	Application	None	License Enforcement System		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00

Commerce

INC000000413020	Toni Heldman	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.11
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000413310	David B Taylor	None	None	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 2.87
INC000000413343	Connie Hendricks	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000413640	Larry Gooch	Network	Incident	None	TIR Missed: No	TIR:	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000413684	Mary Ester Allers	Application	Error	Novell eDirectory	TIR Missed: No	TIR:	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000413790	Tanja Salazar	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.62
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 0.73
INC000000414202	Sheyann Poyer	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000414307	Mark Long	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.27
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000414549	Renda Christensen	None	None	None	TIR Missed: No	TIR:	0.00
Application Support		Michele Madris-Orrell	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000414744	Jody Woolf	PC/Laptop	Performance	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000414796	Ray Walker	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.03
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 0.94
INC000000414800	Michael Pitts	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000414836	Michael Pitts	None	None	None	TIR Missed: No	TIR:	0.17
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 0.96
INC000000415054	Dee Thorell	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415070	Kathy Archuleta	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415168	Jody Woolf	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.50
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 1.53
INC000000415475	Travis Cardwell	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR: 0.87

November 2011Incident Report

As of 12/5/2011

Commerce

Incident	Requester	Category	Type	Product	TIR Missed	TIR
INC000000415635	Yvonne King	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed — TTR Missed: No	TTR: 0.90
INC000000415699	Yvonne King	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.25
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.77
INC000000415798	Jim Bolton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000416154	Elizabeth Blaylock	None	None	None	TIR Missed: No	0.00
	Application Support	Michele Madris-Orrell	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000416746	Karen McCall	Network	None	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000416944	Dee Thorell	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000416998	David Furlong	Application	None	Microsoft Access	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000417128	Jeffery Nielsen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000417414	Shauna Benvegnu-Spring	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000417525	Anthony Carrillo	None	None	None	TIR Missed: No	0.00
	Application Support	Michele Madris-Orrell	Commerce	Low	Closed — TTR Missed: No	TTR: 0.00
INC000000417767	Kathy Berg	None	None	None	TIR Missed: No	0.53
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed — TTR Missed: No	TTR: 0.56
INC000000418057	Connie Call	Application	Error	License Enforcement System	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.00
INC000000418093	Bowen Call	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.60
INC000000418117	Louise McMillian	Application	Error	License Enforcement System	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.00
INC000000418132	Toni Heldman	Application	Error	License Enforcement System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.00
INC000000419453	David Kester	None	None	None	TIR Missed: No	0.11
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.11
INC000000419554	Noel Taxin	None	None	None	TIR Missed: No	0.14
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved — TTR Missed: No	TTR: 0.52

Commerce

Incident	Requester	Category	Type	Item	TIR Missed	TIR		
INC000000419556	Jim Bolton	PC/Laptop	Error	None	TIR Missed: No	TIR:		0.05
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000419769	David B Taylor	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:		0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419889	Anthony Carrillo	Network	Password	None	TIR Missed: No	TIR:		0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000419949	Allyn Stutsman	None	None	None	TIR Missed: No	TIR:		0.00
	Application Support	Michele Madris-Orrell	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419997	Leah Lindstrom	Telecom	None	None	TIR Missed: No	TIR:		0.11
	Voice Operations	Julie Sabato	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.84
INC000000420045	Debra Troxel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:		0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000420447	John Schijf	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:		0.00
	Help Desk	James Stearns	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000420532	Karen McMullin	Network	None	Novell eDirectory	TIR Missed: No	TIR:		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420534	Sally Canavan	Application	None	License Enforcement System	TIR Missed: No	TIR:		0.04
	Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000421053	Joyce McStotts	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:		0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000421058	Amber Nielsen	None	None	None	TIR Missed: No	TIR:		0.00
	Application Support	Michele Madris-Orrell	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421174	Tom Harper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:		0.00
	Metro D Help Desk	Doug Brown	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421397	Bowen Call	Telecom	Feature	Telephone	TIR Missed: No	TIR:		0.12
	Voice Operations	Julie Sabato	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.40
INC000000421644	Jim Bolton	Network	None	None	TIR Missed: No	TIR:		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421733	Jody Woolf	Telecom	Coverage Path	Telephone	TIR Missed: No	TIR:		0.00
	Voice Operations	Britany Finlay	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421767	Bowen Call	Application	None	License Enforcement System	TIR Missed: No	TIR:		0.40
	Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000421803	Tom Harper	PC/Laptop	Error	None	TIR Missed: No	TIR:		0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	3.16

Commerce

INC000000421902	Joanne Hogenson	Telecom	None	None		TIR Missed: No	TIR:	0.08
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.46
INC000000421966	Tanja Salazar	Print/Copy/Scan/Fax	None	Novell iPrint		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000422092	Nicholas Mecham	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.08
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000422150	Glen Minson	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.25
	Voice Operations	Leon Owen	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000422164	Dan S Jones	Application	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422293	Missie Stoffel	Application	None	Microsoft Word		TIR Missed: No	TIR:	0.46
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.67